

HOUSEHOLD GOODS LOSS and DAMAGE CLAIMS

FREQUENTLY ASKED QUESTIONS

Welcome to the Aberdeen Proving Ground Claims office FAQ section for Household goods loss and damage claims. We hope your move went smoothly with minimal problems, but if not, please feel free to get in touch with us to work on filing your claim.

Our office is located in room 317, third floor of building 4305 (Janet M. Barr Soldier Support Center), 4305 Susquehanna Avenue. We can be reached at (410) 278-1583 or (410) 278-1459.

The target audience for these FAQs is Army military members, DA civilians, and DOD employees paid by the Army. If you are not employed by the Army, we have provided contact information for each service claims center below.

Air Force

<https://claims.jag.af.mil/>

Coast Guard

<http://www.fincen.uscg.mil/hhq.htm>

Marines

https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/C_PERSONNEL/Property

Navy

http://www.jag.navy.mil/organization/code_15_packets_forms.htm

There are acronyms associated with moving and filing your claim. The list below defines those acronyms associated with this FAQ sheet.

DPS – Defense Personal Property System
FRV – Full replacement Value
MCO – Military Claims Office
NOLD – Notice of Loss and Damage
TO – Transportation Office
TSP – Transportation Service Provider

Notice of Loss and Damage (NOLD) FAQs:

When your shipment delivers, the TSP should provide you with a form to list items that are lost or damaged. You will also receive a form to note loss and damage after the driver leaves your residence. The more common form is a white commercial form

called Notice of Loss and Damage AT delivery/Notice of Loss and Damage after Delivery. The other form used is the pink DD1840/1840R Joint Statement of Loss & Damage at Delivery/Notice of Loss and Damage. The type of form will depend on whether your shipment moved in DPS or in an older system called TOPS. The form serves the same purpose – which is to provide NOLD to the TSP, but there are slight variations in how they are processed.

Q1. Why must I submit a Notice of Loss and Damage to the Transportation Service Provider (TSP)?

A1. The NOLD serves several purposes that are essential to the claims process. The NOLD overcomes the presumption of a “clear delivery” and places the TSP on notice that discrepancies existed in the delivery. **However, the NOLD is NOT the claim.** If the NOLD is not timely submitted, a claim may be denied by the TSP. A claim is the actual demand for money for any lost or damaged items.

Q2. How long do I have to submit my Notice of Loss and Damage (NOLD)?

A2. You have 75 calendar days from the date of delivery to notify the TSP of loss or damage. See FAQ #3 below for various ways to transmit the NOLD.

Q3. Do I have to file my Notice of Loss and Damage (NOLD) in DPS?

A3. No. You may submit your NOLD via fax, email, or mail it through the US Postal System. You may also contact your local Military Claims Office and they can dispatch the NOLD for you. If you transmit it on your own, make sure you have a record of the transmission. For example, use certified registered receipt if mailing, or a fax confirmation sheet if faxing, etc. Note that it must be postmarked by the 75th day to be considered timely.

If your shipment was not managed in DPS, you cannot submit your NOLD on DPS. You must use one of the alternative methods to transmit your NOLD to the TSP. The majority of HHG shipments (since 2009) do move under the new DPS system, but some moves outside of the DPS system may exist under special circumstances. If you have a non DPS move, feel free to contact the Transportation office at APG or the Claims office for help with proper procedures.

Q4. I am attempting to file my loss and damage report (NOLD) on the Defense Personal Property System (DPS) but I do not see my shipment listed.

A4. Contact the www.move.mil Helpdesk at 1-800-462-2176 (option 5) or commercial (618) 220-SDDC or DSN 770-7332 or e-mail at sddc.safb.dpshd@us.army.mil immediately. You may also contact your local/destination Transportation Office for assistance. It is possible that your shipment was arranged outside of DPS and will not display in that system. If it did move outside of DPS, you will submit your NOLD (a pink

Form DD1840/DD1840R) to the Transportation Service Provider (TSP) carrier directly. See NOLD FAQ #6.

Q5. Can I submit more than one NOLD?

A5. It is best if you inspect all of your items and verify their condition before sending in the NOLD; however, it is acceptable to submit more than one NOLD on a shipment. If it is done in DPS it may create more than one record, but the key is to get the notice to the TSP within 75 days of delivery. If you transmit it via another means, use a traceable method to verify transmission. See FAQ #3.

Q6. My shipment was not moved in DPS. How do I submit my NOLD?

A6. When your shipment delivered, the TSP should have given you a pink Form DD1840, Joint Statement of Loss and Damage at Delivery, and DD1840R, Notice of Loss and Damage after Delivery. This form has the TSP address in block 9 and/or 15 of the form. Usually, the TSP will record loss and damage at delivery on the DD1840. You may record loss and damage discovered after delivery on the pink DD1840R. If you do not have the TSP address or telephone number, contact your local transportation office or servicing Military Claims Office (MCO) for assistance. Once you have filed your claim, you may also receive information and assistance from your servicing MCO. See FAQ #32 for obtaining a TSP or MCO directory.

Q7. I see my shipment in DPS but I am not able to file my NOLD.

A7. Contact the www.move.mil Helpdesk at 1-800-462-2176 (option 5), commercial (618) 220-SDDC, DSN 770-7332, or e-mail at sddc.safb.dpshd@us.army.mil immediately. You may also contact your local transportation office and MCO for assistance. The TSP may need to enter information which will release the record so it can be amended by you or there may be software compatibility issues preventing you from accessing DPS. See FAQ #32 for obtaining an MCO directory.

Q8. I submitted my Notice of Loss and Damage (NOLD) in DPS but I do not see it there now. What do I do?

A8. Contact the www.move.mil Helpdesk at 1-800-462-2176 (option 5), commercial (618) 220-SDDC, DSN 770-7332, or e-mail at sddc.safb.dpshd@us.army.mil immediately. If they are not able to assist you, or you are past the 75 day notice period, contact your local MCO for assistance. See FAQ #32 to obtain an Army MCO directory.

Q9. What should I do if I am past the 75 days for submitting the NOLD?

A9. Complete the form and submit it anyway. Contact your local MCO to answer any specific questions you have about timely NOLD. See FAQ #32 to obtain an Army MCO directory.

Q10. I submitted my NOLD to the TSP but I have not heard from the TSP. What should I do?

A10. The TSP is not required to acknowledge the NOLD. The NOLD is not a claim and the TSP may not respond to your submission unless you request an inspection. However, the TSP should respond to filing the claim. Once a claim is filed, the TSP may inspect your property and/or advise you to dispose of items, or arrange to have items picked up for salvage.

CLAIMS FAQs

Q11. How long do I have to file my claim?

A11. In order to receive Full Replacement Value (FRV) for lost or destroyed items, you must file your claim within nine months from the delivery date. You may file your claim up to two years after the delivery date; however, if it is filed later than nine months after delivery, compensation will be limited to the repair or depreciated replacement cost for lost or destroyed items. The latest you can file your claim with the TSP or MCO is two years after delivery.

Q12. Do I have to wait to file my claim?

A12. No, the sooner a claim is filed the better. However, before filing your claim, make sure you have listed all of the damaged or missing property in the claim.

Q13. What sort of evidence should I gather to support my claim?

A13. To calculate the correct payment for your claim, the paying agency must determine the value of the damaged item and how much of the damage was caused by the shipment. Any evidence regarding the value of the item is helpful, such as original receipts, catalog pages showing prices from the time when the item was purchased, eBay auctions showing the price that the items are currently selling for, or any other evidence establishing the value of the item. Regarding the condition and cause of damage, visual evidence is best. Have the item available for inspection by the TSP or the MCO, take pictures of the actual damage, and take pictures BEFORE THE MOVE to assist in determining what damages were pre existing. Any used item of furniture will almost always be marked as "rubbed, scratched & dented" by the TSP on the inventory sheets. Pictures from before and after the move are the best evidence of what damage was caused by the movers. Walking through the house prior to the movers coming with a camera or video camera taking pictures of every piece of furniture and high dollar item should be a customary part of every PCS move.

Q14. Do I have to pay for repair estimates of damaged items? Would it help if I had my high dollar items appraised?

A14. The TSP is responsible for paying for estimates they need to process the claim. They will normally dispatch a repair person to the location of the damaged property to examine it and give an estimate. All of this should be at no cost to the claimant. In certain circumstances, the TSP will ask you to arrange for the repair estimate, and make the initial payment. You should be reimbursed for that as part of the claim. You should not pay for a repair estimate until specifically instructed by the TSP or your MCO to pay for the estimate out of your pocket. Paying for an estimate without authorization from the TSP may result in you not being reimbursed for that expense. Appraisals are normally not obtained as part of the claim. If you feel that an appraisal will help you establish the value of the item, that evidence will be considered during the claim, but neither the TSP nor the MCO will pay for an appraisal. It will be up to the claimant to pay for any appraisals.

Q15. What are the timelines for filing a claim against the TSP?

A15. You must provide Notice of Loss and Damage (NOLD) within 75 days of delivery. See the NOLD FAQs for more information. Your claim must be filed within nine months after delivery to be eligible to receive FRV for lost or destroyed items. It is ok to submit the NOLD and the claim at the same time as long as it is within 75 days of delivery. Claims filed later than nine months after delivery may still be paid at the fair market value for lost or destroyed items. Claims may be filed up to two years after delivery. However, claims filed after two years will not be honored by the TSP.

Q16. What should I do if I am past the nine month claims filing time?

A16. If you are within the two year filing time, file the claim in DPS even if it is "late". You should also contact your nearest MCO to determine what options may be available to you.

Q17. Do I have to enter my claim in DPS? Can I file my claim using another means without going through DPS?

A17. The agreement between the government and the moving industry is that claims must be filed in DPS. That allows all parties to track and manage claims. In order to file a claim outside of DPS, the TSP or member must submit a request to the service MCO for a waiver to file outside of DPS. Waivers are granted on a case by case basis when sufficient good cause is presented to do so. Usually good cause is established when the entire shipment is lost or when the claim is being filed by a survivor of a deceased member. If you think you qualify for a waiver, contact the TSP and ask that they request a waiver from filing in DPS.

Q18. I see my shipment in DPS but I am not able to file my claim. What should I do?

A18. Contact the www.move.mil Helpdesk at 1-800-462-2176 (option 5), commercial (618) 220-SDDC, DSN 770-7332, or e-mail at sddc.safb.dpsd@us.army.mil

immediately. You may also contact your local transportation office and MCO for assistance. The TSP may need to enter information which will release the record so it can be amended by you or there may be software compatibility issues preventing you from accessing DPS. See FAQ #32 for obtaining an MCO directory.

Q19. I am ready to file my claim but I submitted my Loss and Damage Report outside of DPS. How do I show those items in my claim?

A19. You must now enter the information for each item that was lost and damaged in DPS. You may attach a copy of the Notice of Loss and Damage (NOLD) document in the claim record as well but you still have to enter all the items in DPS. Follow the instructions for filing a claim in DPS on the www.move.mil site.

Q20. I filed my claim online in DPS but I have not heard anything from the TSP. What do I do now?

A20. Contact the TSP directly to verify that they have received the claim. They may need your Government Bill of Lading (GBL) number to trace the claim. If you do not have the TSP's contact information, the MCO or transportation office should be able to provide this to you. If 30 days have elapsed since you submitted your claim, you may also transfer it to the MCO. However, the MCO cannot pay FRV for lost or destroyed items. If it is possible, you are encouraged to reach a settlement with the TSP first. Discuss the option of transferring the claim to the MCO before you make the selection in DPS. The MCO may be able to provide assistance and answer questions about your claim. See FAQ #32 to obtain an Army MCO directory.

Q21. I filed my claim in DPS and the TSP made an offer to settle the claim. I am not sure whether to accept the offer. What can I do?

A21. Ask the TSP to explain the basis for any settlement offer. For example, if an item needs repair, ask the TSP for a copy of the estimate they used to make the offer on that item. Or, if an item is being replaced, ask the TSP to provide the source used to obtain the replacement cost for an item. You may also contact your MCO and they can answer questions you have about your claim. See FAQ #32 to obtain an Army MCO directory.

Q22. I filed my claim in DPS and the TSP offered to pay for some items but denied others. What should I do?

A22. You may accept the satisfactory offers made by the TSP and transfer the remaining items to the MCO. You should discuss the claim with the MCO prior to declining an offer. See FAQ #32 to obtain an Army MCO directory.

Q23. I filed my claim online in DPS and the TSP denied it saying it was not timely. What should I do?

A23. Contact your MCO for assistance. See FAQ #32 to obtain an Army MCO directory.

Q24. The TSP made an offer that I accepted in DPS. It's been over 30 days and I have not received payment from the TSP.

A25. Once an offer has been accepted by the member, the TSP has 30 days to issue the check. Contact the TSP to determine when the check will be mailed. You may also contact your MCO for assistance. See FAQ #32 to obtain an Army MCO directory.

Q26. I filed my claim in DPS and I have been negotiating with the TSP. The claim is still open but I want to repair and/or replace some things.

A26. If there are items that you need to repair or replace immediately, and the TSP has agreed to pay for those items, ask them to issue a check to pay for those items only and continue negotiating. This is called a partial settlement. Make sure you do not sign a waiver that releases the TSP from any further liability.

Q27. I have been negotiating with the TSP on my claim. Is it ok to dispose of items that are damaged?

A27. If the items cannot be repaired, the TSP may allow you to dispose of them. Make sure you get written permission from the TSP to do this beforehand. Or, the TSP may pay replacement for the damaged items and collect them as salvage at a later date.

Q28. I disposed of some damaged items before I filed my claim. Now the TSP is denying payment for those items. What should I do?

A28. The TSP is liable to replace items that are destroyed or damaged beyond economical repair. If they are unable to inspect the items, they cannot determine the extent of the damage to determine the appropriate value of the loss. Depending on the type of item and type of damage, they may deny the payment for it. Contact your MCO for assistance. See FAQ #32 to obtain an Army MCO directory.

Q29. The TSP has made an offer to repair some items. I do not think the repair firm can fix the item. I do not want to accept the offer. What are my options?

A29. You should allow the repair to take place. Repairs must be done by firms qualified to repair the items in question. If the repair is inadequate, the TSP must take steps to remedy the inadequate repair. Or, you can decline the offer for that item and transfer to MCO. However, unless it can be shown that the TSP estimate is inadequate, the MCO will use the same estimate to determine compensation for that item.

Q30. I transferred my claim to the MCO in DPS. What happens now?

A30. Although DPS records the transfer, the MCO is not notified of the transfer. Each MCO does query DPS to check for transferred claims and attempts to contact their respective claimants but, for various reasons, this does not always happen. If you have not heard from your service MCO within a few days of transferring the claim, contact them at usarmy.meade.hqda-otjag.mbx.dpsclaimtransfers@mail.mil. The above mailbox is manned Monday through Friday from 0830-1500 daily.

If your local MCO is the APG office, we can be reached at (410) 278-1583 or (410) 278-1459.

Q31. Where can I get contact information for the TSP that delivered my shipment?

A31. Contact your local TMO or MCO and they can provide this information for you. For Domestic shipments, press the ctrl key and click on the URL below:

<http://www.sddc.army.mil/PP/Reoccurring%20Updates/TSP%20Listings/Domestic%20Approved%20TSPs.pdf>

For international shipments:

<http://www.sddc.army.mil/PP/Reoccurring%20Updates/TSP%20Listings/International%20Approved%20TSPs.pdf>

Q32. How do I locate the nearest Army MCO?

A32. The Military Claims Office on Aberdeen Proving Ground is located in building 4305, Room 317, and can be reached at (410) 278-1583 or (410) 278-1459. If you are not located at APG, there is an Army MCO on most Army posts. They are usually located with and fall under the responsibility of the Staff Judge Advocate (SJA). You may search on an installation website for the SJA or Legal Services, or you may request a current directory by emailing usarmy.meade.hqda-otjag.mbx.dpsclaimtransfers@mail.mil. If you have access to a CAC enabled computer, you may search the Army online filing system at: <https://www.iagcnet5.army.mil>.

Q33. Where can I see the rules for filing claims and NOLD?

A33.

[http://www.sddc.army.mil/PP/Defense%20Personal%20Property%20Program%20DP3/Defense%20Personal%20Property%20Program%20\(DP3\)/Claims%20Liability%20Business%20Rules.pdf](http://www.sddc.army.mil/PP/Defense%20Personal%20Property%20Program%20DP3/Defense%20Personal%20Property%20Program%20(DP3)/Claims%20Liability%20Business%20Rules.pdf)

Q34. The TSP damaged my residence when moving my property. What do I do?

A34. Notify the TSP immediately. Take photographs of the damage and send those to the TSP along with your notification. If the TSP's response is not satisfactory, you

should contact the TO and your local legal assistance office. Legal Assistance also falls under the responsibility of the Staff Judge Advocate but is separate from claims. You may contact your local MCO to request contact information for Legal Assistance.